



**XAVIER
UNIVERSITY**
User Accounts Policy

Effective: 4/20/2020

Last Updated: 1/22/2019

Responsible University Office: Information Technologies

Responsible Executive: Associate Provost and Chief Information Officer

Scope: Faculty, Staff, Students, and Alumni

A. REASON FOR POLICY

This policy specifies eligibility for user email and computer accounts for students, faculty, retirees, Alumni, non-employee associates, and staff at Xavier University, and describes the processes for creation and deletion of user email and computer accounts.

B. POLICY

Students

Traditional undergraduate students are eligible for a Xavier student user account with email upon matriculation/deposit.

Graduate and non-traditional students become eligible for a Xavier student user account upon admittance to Xavier.

Student accounts remain active while the student remains registered for courses with the University or during an approved leave of absence through the Office of the Registrar. Students who have not graduated will have their accounts deactivated and deleted one year after they last attended classes at Xavier or completed an approved leave of absence.

When students graduate, their accounts are moved to alumni status.

Faculty and Staff

Xavier faculty and staff user accounts are created when the employee submits their employee profile to Human Resources.

Faculty and staff accounts are deactivated after last date of employment and deleted

not sooner than 6 months and not more than 12 months after the last date of employment. For faculty and staff who have left the university, supervisors will be permitted to request access to the mailbox for a period of 6 months after the last day of employment.

IT conducts an annual audit of faculty and staff accounts. Accounts that have been inactive for six months will be deactivated as a security precaution. Accounts not requested to be re-enabled within one year will be deleted. All faculty and staff accounts will use multifactor authentication and users will be required to take annual security training to remain in good standing. Faculty and staff accounts will undergo periodic phishing tests to assess the user's susceptibility to phishing attacks and may require additional training for failed phishing tests to keep their account active.

Retirees

Retirees may retain their email accounts provided they comply with the Acceptable Use policy and continue to use multifactor authentication and complete the annual security training. IT conducts an annual audit of retiree accounts. Accounts that have been inactive for six months will be deactivated as a security precaution. Accounts not requested to be re-enabled within one year will be deleted. Retiree accounts will undergo periodic phishing tests to assess the user's susceptibility to phishing attacks and may require additional training for failed phishing tests to keep their account active. Xavier reserves the right to discontinue the account if it is determined to be a continued high risk.

Alumni

Alumni will retain access to their email account following graduation, as long they comply with the Acceptable Use policy, the account remains active, and they use multifactor authentication and complete cyber security training annually. Alumni accounts will undergo periodic phishing tests to assess the user's susceptibility to phishing attacks and may require additional training for failed phishing tests to keep their account active. If an Alumni account has no login activity in 6 months, the account will be disabled. If a request is made to the Alumni office within the one year after the account is disabled, the account can be re-enabled. After the account has been disabled for one year, the account will be deleted without the option to have it recreated.

If an alumni account is compromised, they will be required to change their password and complete phishing awareness training in order to retain the account. If an alumni account is compromised more than once, Xavier reserves the right to discontinue the account if it is determined to be a continued high risk.

Non-employee associates/others

There is a small group of users who are "special" account users. These are account holders who are not faculty, staff, or students at Xavier but who are granted user accounts on an as-needed basis. Examples include contractors and vendors or non-employee associates and affiliates. These individuals need a sponsor to request access on their behalf. Special accounts have a limited duration; these accounts will expire on June 30th of the current fiscal year. A request by the sponsor must be made before June 30th to continue access to our systems.

Deleted accounts will be reactivated if the student, faculty or staff member returns to an active role within Xavier. The original content cannot be restored.

Account Transition

If a staff member leaves the university, but continues to maintain a student status, the department can request that Information Technologies create a brand-new user ID and E-mail for security reasons.

Contacting Xavier

Please contact the Information Technologies Help Desk at helpdesk@xavier.edu with any questions about this policy.

Review Cycle

This policy will be periodically reviewed and updated as appropriate.

C. PROCEDURES

New account requests or a change in status for non-employee associate, faculty, and staff accounts should be directed to Human Resources.

Requests by supervisors for access to the mailbox for a period of 6 months after the last day of employment requires submitting the mailbox access request form on the HR forms web site to helpdesk@xavier.edu.

New student account requests or a change in status should be directed to Enrollment Management.

Exceptions to the 6-month deactivation of faculty, staff, and non-employee associate accounts policy must be submitted to the Information Technologies Help Desk at helpdesk@xavier.edu to begin the process for approval.

To have a non-employee associate account extended beyond the initial year or for non-employee associate account reactivation within the initial one-year period the account sponsor will need to send a request to the Information Technologies Help Desk at helpdesk@xavier.edu.

For technical issues with faculty, staff, student or non-employee associate accounts send a request to the Information Technologies Help Desk at helpdesk@xavier.edu.

Grievances

Any complaints and grievances regarding this policy should be sent to helpdesk@xavier.edu with a note to the Associate Provost and CIO office.

D. HISTORY

Include information about previous policy versions or whether this policy replaces an existing policy. Adopted by the Division of Information Resources' Policy and Security Committee: 1/7/2009

Reviewed and approved by the Information Resources Leadership Team: 1/20/2009
Reviewed and approved by the CIO: 2/13/2009
Reviewed by the University Technology Committee: 2/23/2009
Reviewed by the Academic Technology Committee: 2/27/2009
Placed on the My XU portal for review and comment by the Xavier community: March 2009
Reviewed and approved by the President's Cabinet: 3/2/2010
Updated to include Alumni email accounts: 5/28/2014
Updated to clarify Alumni email retention: 10/7/2019
Updated formatting: 9/12/2019
Updated formatting, multifactor authentication, training requirements: 12/9/2019

Other applicable policies and/or resources:

[Password Policy](#)

[Acceptable use Policy](#)